



MARYLAND DEPARTMENT OF HEALTH Developmental Disabilities Administration

Creating a flexible, person-centered, family-oriented system of supports so people can have full lives.

DDA Transformation Update

The DDA Transformation Newsletter / March 7, 2019

Waiver Amendment

The Developmental Disabilities Administration (DDA) received input on the DDA Waiver Amendments #1 2019 from various stakeholders including self-advocates, family members, advocacy groups, and providers. We are considering all input that has been shared with us to support participants as they work toward individually defined life outcomes, self-determination, community living, socialization, and economic self-sufficiency. We are reviewing our proposals and stakeholder input with our priority focus areas, including transformation strategies, federal requirements, and DDA policies.

Based on input received, the DDA will be making the following adjustments, including but not limited to:

1. Behavioral Support Services behavioral consultation supports billing unit will change from an hour to a 15- minute unit;
2. Career Exploration 90- day limit will not apply to people currently receiving services. People currently receiving Career Exploration will create an employment goal within their Person-Centered Plan during their annual team process that outlines their trajectory and transition time frame toward community integrated employment. New people requesting Career Exploration, after July 1, 2020, can be authorized for up to three months of services;
3. Respite services will be increased from 360 hours (15 days) to 720 hours (30 days) with an exception process for the use of hourly and licensed respite services in addition to the \$7,248 for camp.

We appreciate the feedback and input shared. In the next several weeks we will post final track change documents to the dedicated DDA Amendment #1 2019 webpage. The DDA will continue to partner with people in services, self-advocates, family members, service providers, advocacy organizations, and subject matter experts to enhance services and supports for Marylanders with developmental disabilities.

Self-Directed Services

Statewide Coordinator of Self-Directed Services

The DDA is happy to announce the hiring of the statewide coordinator of Self Directed Services. Ms. **NaToya Mitchell** joined the DDA team on **February 27, 2019**.

Ms. Mitchell has more than 15 years of experience working in non-profit and governmental agencies. NaToya brings a wealth of experience and knowledge to the Intellectual and Developmental Disabilities community. She has created and implemented groundbreaking strategies that enhance efficiencies and productivity, while positioning for sustainable change. These breakthrough results have positively impacted people, their lives and community.



NaToya holds a Bachelor of Arts and Master's degree in International Studies with a concentration in International Relations from Morgan State University. She comes with extensive experience in the field of Health and Human Services.

We are honored and very excited that NaToya has decided to join our team. Her office will be located in the DDA's Headquarters Office.

Please help DDA in extending a warm welcome!

You can reach NaToya at NaToya.Mitchell@maryland.gov

Support Broker Training

The DDA has contracted with Shared Support Maryland, Inc. for Maryland Support Broker Certification and Recertification Training and Development for the past two years.

To date, over 235 new and recertified support brokers have been trained. A screening process was implemented to free up seats in classes for only people wanting to become Certified Support Brokers. Content and style of the training was changed based on updates on the self-direction delivery model and what brokers needed to know.

This year, new components and enhancements were added based on last year's feedback. The curriculum has changed to meet the needs of the new waivers. Additional optional days of certification were offered for both newly certified and recertified support brokers. Topics and resources include: Human Resources (HR) 101 and HR 202; A Deeper Dive, Resources!; Mentoring with seasoned support brokers for the new Support Broker; The Quality Enhancement Process and the Support Broker; Coaching and How to Coach ; Coaching Hour for the New Support Broker (how to get started). It's been an exciting year!!

Check out DDA's Training calendar for upcoming classes. Registration closes two weeks prior to the date of the training so that registrants have time to prepare. Registrants will get an initial welcome email with study material and are required to pass a pre-test at 100%. Once the registrant passes, class materials are sent out ahead of the class for preparation ~ study, download to devices and printing. At that time, registrants are confirmed to attend the class. Recertification is solely for those who have a current certification. If a certification is expired and you are interested feel free to sign up for Initial Support Broker Training.

Employment

The 90-day limit will not apply to people currently receiving services. People currently receiving Career Exploration will create an employment goal within their Person-Centered Plan during their annual team process that outlines their trajectory and transition time frame toward community integrated employment. New people requesting Career Exploration, after July 1, 2020, can be authorized for up to three months of services.

The DDA is assessing individual employment situations in terms of meeting the definition of competitive integrated employment and assessing the settings for compliance with the federal community-setting requirements. As noted, CMS has provided guidance and exploratory questions related to settings that may have characteristics of isolating a person. The DDA is happy to further discuss and visit employment settings. Some settings may meet the community settings requirement but do not meet the competitive integrated employment. In these situations, there may be other non-employment related waiver services that can support the person.

The DDA is working with national subject matter experts from the Supported Employment Leadership Network (SELN) on exploring whether a conflict of interest policy is needed related to employment services when a provider both employs and provides waiver job coaching services to the same person.

The DDA remains committed to the principles of Employment First and will continue working with people, families, providers and national subject matter experts as we align our system.

Community of Practice Supporting Families- Charting the LifeCourse



The Maryland Community of Practice (CoP) Statewide Leadership Team met for its quarterly meeting on Feb. 26th at the MD Center for Developmental Disabilities. The guest speaker, Ms. Amy Milar, Supporting Families Statewide Initiative Coordinator from Pennsylvania's Office of Developmental Disabilities, shared compelling stories and relevant information pertaining to the structure of PA's CoP and its initiatives to better support families across the lifespan. Pennsylvania's structure consists of 26 Regional Collaboratives (with four 4 more to join) and their Family Network organization. The PA CoP has made significant strides along its trajectory to transform its state and local communities. Utilizing Charting the LifeCourse Framework (CtLC) it has increased cross systems training and collaboration including training for support brokers and providers; developed trainings in Spanish; hosted Listening (to Families) Tours and other family events throughout the state; held employment focused activities and piloted programs focused on intake and supporting families, etc. Ms. Milar's presentation was timely in that it offers the MD CoP's Leadership Team pertinent information, tools and ideas as moves forward to transform Maryland's policies, regulations, programs and practices to better support people with disabilities and their families across the lifespan.



Jamie Stoner, Director of Community and Family Supports, The Arc of the Northern Central Region (The Arc NCR) shared a presentation the myriad of ways the Arc NCR has imbedded the principles of CtLC throughout its program. Please check out the Arc's website, in particular their *Family Supports* page <https://arcncr.org/programs-services/family-support-services-home> to see how the it is utilizing the CtLC to support their families!

To learn more, please contact Mary Anne Kane Breschi at mary.kane-breschi@maryland.gov or via phone at 410-767-8880.

Maryland's Local CoP are meeting on the following dates in March:

Local CoP	Date	Time	Location	Contact	Email
Baltimore	3/26/19	6-8 pm	The Chimes 4814 Seton Drive, Balto, 21215	Mary Anne Kane Breschi	maryanne.kane_breschi@gmail.com
Eastern Shore - Mid	3/14/19	10am - Noon	Talbot County Library	Kathleen Walker	Kathleen.walker1@maryland.gov
Eastern Shore - Lower Harford	3/16/19	11 am – 1pm	TBD	Kathleen Walker	Kathleen.walker1@maryland.gov
	TBD			Rachel Harbin Jamie Stoner	raharbis@harfordcounty.gov jstoner@arcncr.org
Frederick	3/20/19	10 am - Noon	Wegman's on Rt.26	Amy Crehan Nataly Saah	acrehan@sc-inc.org nsaah@sc-inc.org
Garrett	3/8/19	11:30am – 1:30 pm	Ruth Enlon Library	Babette Smith	babette.smith@garrettschools.org
Montgomery	TBD			Cynthia Kauffman Donne Allen	ckauffman@seeonline.org dallen@seeonline.org
Prince Georges (LifeCourse Group - A)	3/12/19	6 pm – 8 pm	TBD	Paulette Roseboro	proseboro@iddacoach.com
Prince Georges	3/19/19	6 pm – 8 pm	Crestfield Church Glen Burnie	Paulette Roseboro	proseboro@iddacoach.com
Washington				Sarah Thornton	sthornton@arcwc-md.org

How do I choose a Coordinator of Community Services Agency?

Once you are found eligible for the DDA's "developmental disable" eligibility and priority category, you have the right to choose a CCS agency. A letter will be mailed to you explaining your right to choose your CCS provider. The letter will include information about each of the CCS agencies within your region and a form that you need to send back to your DDA regional office indicating your choice.



You have 30 calendar days from the date noted on the letter to make your decision otherwise a CCS agency will be automatically assigned for you. However, you can decide to change your CCS agency at any point for any reason.

It's your choice!

Here are some general points to consider as you make your decision.

1. It is all about you!

Choosing a CCS agency may seem hard, but it's important to first remember that this process is all about you and what's important to and for you. Think about the things you want to do in life. Are there places you want to go? Certain people you want to be around regularly? Are noisy environments frustrating for you? Do you want a job? How do you want your CCS to work with you?

2. Time to investigate!

The DDA provides information about each approved and active CCS agency on the website <https://dda.health.maryland.gov/Pages/CCS%20Providers.aspx>. Additionally, you may know other people and families who are receiving CCS support and may want to ask them for recommendations. Ask the agency questions! Questions may include:

- How many other people will my CCS work with while they work with me?
- How do the CCS's respond to things that happen after normal work hours?
- How often do CCS's change at your agency?

3. Decision Time!

It is a good idea to include your family, close friends and other members of your support group when you are ready to make your decision. Review your interviews and take time to evaluate how you feel about the responses you received. After all, the CCS agency will be charged with helping you navigate through the DDA system, which can some times be challenging.

- Did you feel respected and your needs valued?
- Which agency best understands your need and wants?
- Which showed dedication to helping people reach their life goals?

What happens when I need to make a change?

It is important that you assess the quality of services you receive from your CCS on a regular basis. The DDA will be conducting ongoing satisfaction surveys with the goal of assessing and improving the relationship between you and your CCS.

Is your CCS agency meeting your or your family member's needs? When you question whether you have chosen the right CCS or CCS agency, there are steps you can take:

1. If you have already attempted to fix the situation with your CCS unsuccessfully, call to speak with your CCS's supervisor. Sometimes, the CCS needs direct support in understanding what's needed from them to address your concerns. This might just require additional training.
2. If issues remain unresolved, the supervisor may assign another CCS within the agency to support you. The agency should want to work with you.
3. Sometimes, you may decide that you want to choose another CCS agency and there are various reasons for this. There is ***no penalty or negative consequence*** for choosing another agency. For example, there may have been a time where you decided that your family physician was not the best fit for your family's needs. Perhaps they had limited experience supporting a person with disabilities. You may have researched to find a new doctor. It's your right and your choice.

It's your choice!

If you have decided that you want to choose another CCS agency, the process is simple!

- Call your DDA regional office and let them know you wish to choose another CCS

Western Maryland Regional Office
240-313-3877

Central Maryland Regional Office
410-234-8223

Southern Maryland Regional Office
301-362-5101

Eastern Shore Regional Office
410-572-5924

- If you already have chosen your new CCS agency, the DDA will send you documentation to sign.
- If you need time to make a decision or need to know your options, a choice form and this guide will be made available to you.

Please contact your Regional Office if you have any questions!

Coordination of Community Services (CCS)



Abby is a 35-year-old who works at Wegman's and received Supported Employment services from Abilities Network. In the future, Abby wants to be the manager of a coffee shop. Abby was living in a Richcroft residential site for over ten years. Utilizing the new Person-Centered Planning process which provides the framework for people in our community to truly realize person-centered lives, she expressed no longer wanting to live at the house. Abby and the team worked together to find Abby a home she liked that was safe and affordable. Abby now lives independently in an apartment with drop-in supports. When asked about her apartment, Abby could not contain her excitement about how much she has been enjoying living there. Abby plans to have an "open house" event soon to show her family and friends how much she loves her new home.

Abby's story is just one of many being shared by coordinators around the state. We appreciate the support and collaboration of all team members in helping to positively impact the lives of everyone served through this new process.

While there is still much to be learned by all stakeholders, coordinators of community services are beginning to see the positive effects of this phase of the DDA Transformation.

The Mandt System ®

When communication initially went out regarding DDA's requirements for training in The Mandt System, chapters 4-6 were part of the required trainings. This decision was made due to the chapters on Trauma Informed Care and Positive Behavior Supports which align with the DDA's mission and vision of creating a flexible, person centered family-oriented system of supports so people can have full lives.



After discussion with the Statewide Behavior Supports Committee regarding the importance of these topic areas as well as the concerns regarding the many days of training needed to train in the Mandt System, the Statewide Behavior Supports Committee recommended that Trauma Informed Care and Positive Behavior Supports subject areas become their own separate trainings.

In collaboration with nationally known subject matter experts, train-the-trainer trainings and curriculum will be developed for provider agencies to use by July of 2020.

Below are the new training requirements for Mandt:

- All agencies must train in Chapters 1-3 for certification approval
- If the provider agency supports people with behavior plans with restrictive techniques, then training in Chapters 7-9 need to occur prior to implementation of the behavior plan
- If the provider agency supports people with behavior plans without restrictive techniques, then training in Chapters 1 and 8 need to occur prior to implementation of the behavior plan.

Provider Relations

The electronic Provider Revalidation and Enrollment Portal (ePREP) applications are currently being reviewed. If your application requires additional information and /or corrections, you will be contacted by the DDA via email. The DDA is aware that the delay in approval of Base MA numbers may affect the March 31 deadline for submitting site-based applications. More site-based information will follow in the coming days.

DDA Webinar Educational Series....Save The Dates!

The DDA will be conducting weekly webinars to inform and educate all stakeholders related to DDA's service delivery system. Webinars will include an overview of the topic with opportunities for questions and answers specific to the presentation topic.

All stakeholders (people in services, self-advocates, families, providers, advocacy organization, state staff, etc.) are encourage to participate to be informed of current standards and practices.

The following topics will be shared on the following **Tuesday's from 12pm to 1pm:**

- Mar. 19th- Applying for the DDA Services and Eligibility Determination
- Mar. 26th- Person- Centered Planning Tools and Strategies
- Apr. 2nd- Person-Centered Plan Authorization Process
- Apr. 9th- The DDA Waiver Programs (Application and Services)
- Apr. 16th- Self Directed Service Delivery Model
- Apr. 23rd- Employment and Meaningful Day

- Apr. 30th- Behavior Support Services

Registration Information will be available next week on the DDA website training calendar.

Capacity Building

The DDA is looking for qualified providers to support children and adults in the DDA waiver programs. This is a great opportunity to support children, adult and their families who need DDA supports. Providers who are interested should review the provider requirements, available [here](#) , and submit an [application](#) as directed.

If you are an individual or family seeking services but unable to find a provider to meet your needs, please contact your regional office.

If you are a provider who is currently certified or licensed and seeking to expand your services to new people, please contact your regional office.

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